

Huronia



WHY OUR 5 DIAMOND CERTIFICATION MATTERS TO YOU

We are pleased to announce that our **ULC listed Monitoring Station in Midland** has once again received the prestigious "**TMA Five Diamond Monitoring Center**" designation from **The Monitoring Association** (formerly the Central Station Alarm Association). We have achieved this designation because we have met the association's five points of excellence and continued to be a member in good standing. Our monitoring station staff has participated in ongoing job-related education and testing as outlined by the TMA which are based on industry best practices. We have committed to participating in random quality inspections from recognized testing facilities to ensure compliance to industry standards. Huronia has reduced false dispatches during the last year and we continue to educate our Customers on how they can take part in helping to minimize false alarms and dispatches. We are committed to the highest level of Customer service and this designation confirms that our station operators are proficient and excel at communications with customers, law enforcement agencies and fire and emergency services communication centers. Each of our monitoring station operators has helped us achieve this designation and we are grateful for their commitment to our company, the industry and most importantly our customers. Of the central stations nationwide in Canada, which communicate and interact with the law enforcement, fire and emergency services agencies, **fewer than twenty monitoring centers have achieved the Five Diamond designation**. We are extremely proud of this achievement. You may ask, why does this industry designation matter to our Customers? It means that your home, business, possessions and most importantly the safety of your family or employees are being monitored by the best of the best in the industry. It also means an overall reduction in potential damage done to residences and businesses. Our monitoring station staff are well trained, exceedingly knowledgeable individuals that are supported by equipment, processes and procedures that meet the highest industry standards. Should you have any questions or comments about this designation, or if you've experienced great service from one of the members of our monitoring station team, **please contact us**.



DO YOU KNOW WHAT YOUR SECURITY AND FIRE ALARM FALSE ALARM BY-LAW IS?

Back in March we informed you about the Barrie Police Service making changes to false alarms and cancelled alarm billing. ([Click here to re-read that story.](#)) More recently, alarm cost recovery program policies for other jurisdictions have also made changes to policies that police forces and municipalities put in place to curb false alarms. We are encouraging all of our customers to look into their own municipality's false alarm policies to ensure you understand who will be invoicing you for the police attending to a false alarm at your home or place of business. In many municipalities the police or municipality itself, will invoice the Customer directly for requests for dispatch. And in other municipalities, [the monitoring station](#) will invoice the Customer that requested that the police be dispatched. If you have any questions about security and fire alarm false alarm billing that is conducted by our monitoring station, [please get in touch](#).

HURONIA STAFF OUT AND ABOUT IN THE COMMUNITY

July was an extra busy month for our staff. In addition to their daily duties, they also took the time on weekends and after hours to participate in fundraising events for some local charities and not-for-profit groups.

Ally Wiles, Chris Johnson, Rob Thorburn Jr and Rob Dozzi ("The Huronia Rockets"!) from our Collingwood office participated in the [6hrs of Gibraltar mountain bike relay race](#) in support of promoting and encouraging physical activity through participation in group sporting activities for the children in the Collingwood community. The team completed 13 six kilometer laps in total. Ally had the best timed lap at just over 23 mins and Rob Jr also managed to complete an impressive 4 laps of the course! Well done team!

John Paguio, Jessie Morley, James Boileau and Jai Robitaille were all out on the links as a Gold Sponsor in support of the [Midland Penetanguishene District Builders Association](#), a local association of businesses that are involved in products and services specifically for the residential and commercial building industry.

Also out on the golf course in support of the [Midland Y's Men's Club](#) were Rick Collins, Helen Marshall, Paula Desjardins and Kevin Leonard. Huronia was a proud tee sponsor for the Midland Y's Men's Bryson McQuirter Memorial Golf Tournament.

We also recently completed our [5 year/\\$25,000 financial donation to the Georgian Bay General Hospital](#). And as part of our ongoing commitment to support our local hospital, Jeff Lipskie, Kevin Leonard, Rick Collins and Rob Dozzi all took part in the [North Simcoe Car Dealerships Golf Classic](#) which raised over \$31,000 that will go toward a new Nurse Call System for the ICU and 2E patient unit.



Ally Wiles, Chris Johnson, Rob Thorburn Jr and Rob Dozzi



John Paguio, Jessie Morley, James Boileau, Jai Robitaille



Rick Collins, Helen Marshall, Paula Desjardins and Kevin Leonard
at the Midland Y's Men's Bryson McQuirter Memorial Golf Tournament

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